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7009 1990 0000 2842 1744

Postage	\$	<b>AUG 3 0 2010</b>  Postmark Here  <i>TOM DiPalma</i>
Certified Fee		
Return Receipt Fee (Endorsement Required)		
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees	\$	

Sent To Street, Apt. 7 or PO Box # City, State, #	Ms. Lisa Matta, Dept. of Industrial Relations Division of Occupational Safety & Health PSM R6 D3 1450 Enea Circle, Suite 550 Concord, CA 94520 7006
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- A mailing receipt
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- For an additional fee, a Return Receipt may be requested to provide proof of delivery. To obtain Return Receipt service, please complete and attach a Return Receipt (PS Form 3811) to the article and add applicable postage to cover the fee. Endorse mailpiece "Return Receipt Requested". To receive a fee waiver for a duplicate return receipt, a USPS® postmark on your Certified Mail receipt is required.
- For an additional fee, delivery may be restricted to the addressee or addressee's authorized agent. Advise the clerk or mark the mailpiece with the endorsement "Restricted Delivery".
- If a postmark on the Certified Mail receipt is desired, please present the article at the post office for postmarking. If a postmark on the Certified Mail receipt is not needed, detach and affix label with postage and mail.

**IMPORTANT: Save this receipt and present it when making an inquiry.**

PS Form 3800, August 2008 (Reverse) PSN 7530-02-000-9047

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Ms. Lisa Matta,  
 Dept. of Industrial Relations  
 Division of Occupational Safety & Health  
 PSM R6 D3  
 1450 Enea Circle, Suite 550  
 Concord, CA 94520-7996

2. Article Number  
 (Transfer from service label)

7009 1680 0002 3482 1744

PS Form 3811, February 2004

Domestic Return Receipt

102585-02-M-1540

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  Agent  
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

CAI/OSHA Doc. Request  
 Inspection # 14824187

Sender: Please print your name, address, and ZIP+4 in this box

Chevron Products Company  
 841 Chevron Way  
 Richmond, CA 94801  
 T/3  
 TRM D.Palma

First-Class Mail  
 USPS  
 Postage & Fees Paid  
 Permit No. G-10



UNITED STATES POSTAL SERVICE



**J. W. Hartwig**  
Manager

**Health, Environment &  
Safety**  
Chevron Products Company  
P. O. Box 1272  
Richmond, CA 94802-0272  
Tel 510 242 1400  
Fax 510 242 5353  
jwha@chevron.com

August 30, 2010

Ms. Lisa Matta  
Department of Industrial Relations  
Division of Occupational Safety and Health  
PSM R6 D3  
1450 Enea Circle, Suite 550  
Concord, CA 94520-7996

**Cal/OSHA Document Request – Inspection #314324187 – Chevron Richmond Refinery**

Dear Ms. Matta:

The attached accident investigation report satisfies Item 2 on page 2 of Cal/OSHA's Document Request dated July 29, 2010. As agreed to with Mr. Thomas DiPalma of my staff, we are submitting the accident investigation report by August 30, 2010.

1. Copy of Accident Investigation

A copy of the accident investigation report is attached.

For reference, below is a list of abbreviations used in the investigation report (listed in the order that they appear):

- HO = Head Operator
- CFD = Chevron Fire Department
- STL = Shift Team Leader
- AMR = American Medical Response
- IPR = Intensive Process Review
- QNLR = Quick Near Loss Report
- JLA = Job Loss Analysis
- TSS = Technical Shared Services
- B&S = Blending and Shipping
- EE = Employee
- PPE = Personal Protective Equipment
- LPS = Loss Prevention System

Ms. Lisa Matta  
Department of Industrial Relations  
PSM R6 D3  
August 30, 2010  
Page 2

- C/A = Corrective Action
- PM = Preventive Maintenance
- NI = Needs Improvement
- SME = Subject Matter Expert

The following immediate corrective actions were taken following the incident that occurred on July 25, 2010:

1. Management personnel (including the Refinery Manager, the Area Manager, the Area Section Head, the Wharf Supervisor, and the Wharf Operating Assistant) held separate safety meetings to discuss the incident. The emphasis of those meetings was on preventing a reoccurrence of the incident. Rope inspection procedures were reviewed and included discussions on the correct way to handle rope frays and how to respond to ropes binding on the rotating capstan. The operators were again told that the proper response to ropes binding on the capstan was to stop the winch and then unbind the ropes. Reporting and documenting of near misses was also encouraged.
2. All Wharf operator crews performed an additional inspection of all mooring ropes and removed any ropes not in good condition.
3. Updated the "Tying-Up Ships" job aid and the "Line Handlers Checklist" job aid to specifically include a warning on maintaining a safe distance from the rotating capstan and a warning that frays on the rope can cause the rope to bind up on the capstan and cause injury.

The Richmond Refinery considers all or part of the attached information to be Confidential Business Information (CBI) under both California and federal law. As a consequence, the Richmond Refinery requests that Cal/OSHA maintain the attached information indefinitely as CBI and requests immediate notification if Cal/OSHA disagrees with this request.

For questions, please contact Mr. Thomas DiPalma at (510) 242-2233.

Sincerely,

  
Jeff W. Hartwig

Attachment